

APPENDIX B

Exhibit 1



JANE DOE

My Service

Wireless Number: 123-456-XXXX
Rate Plan: NATION 450 ROLL UNL M2M 5K N&W

Rate Plan Charge:* \$39.99
Term of Service: 24 months
Anytime/Daytime Minutes: 450
Night/Weekend Minutes: 5000
Mobile to Mobile Minutes: Unlimited
Activation Fee: \$36.00

*Additional charges apply. See page 2 for details.

My Plan Details

ROLLOVER MINUTES Included

- Unused, accumulated Anytime Minutes that carry over from month to month.
- Start accumulating after your first full billing period; expire after 12 rolling bill periods.
- Oldest Rollover Minutes are used first. Not transferable or redeemable for cash or credit.
- If you change rate plans, any accumulated Rollover Minutes in excess of the new plan's number of monthly anytime minutes will expire upon such change.

MOBILE TO MOBILE MINUTES Included

- Calls made to and from other AT&T customers in your mobile to mobile calling area do not count against Anytime Minutes. Minutes do not rollover (exceptions may apply)
- Mobile to Mobile minutes only apply in the US

NIGHTS AND WEEKEND MINUTES Included

- For use in your calling plan area only
- Mon. - Fri. 9pm to 6am
- Sat. and Sun. 24 hours a day through 6am Mon.
- Minutes do not count against Anytime Minutes

OTHER FEATURES \$9.99

- To review additional features on your plan please visit att.com/wireless for details

Using My Phone

Phone Model: Nokia 6650

To learn more about using your phone, go to: att.com/DeviceSupport.

Using My Voicemail

Set Up Mailbox/Check Messages

PRESS and HOLD **1** to dial your voicemail and follow the prompts.

Check Messages From Another Phone

1. Dial your 10-digit wireless phone number.
2. When the greeting begins, PRESS *****
3. Enter your password and follow the prompts.

Forgot Your Password?

Dial 611 and follow the prompts to reset.

To learn more about voicemail features and security, go to: att.com/WirelessVoicemail.

Services

Check usage or balance via a FREE text message.

DIAL: ***MIN#** Send (*646#)

DIAL: ***BAL#** Send (*225#)

Check data usage via a FREE text message.

DIAL: ***DATA#** Send (*3282#)

Check phone upgrade discount availability.

DIAL: ***NEW#** Send (*639#)

FREE instant access to our automated bill pay system.

DIAL: ***PAY** Send (*729)

See att.com/StarServices for limits regarding *MIN#/*DATA#.

TXT-2-PAY: A monthly text message reminder of your bill — and you can pay just by replying.

Contact Us

Web: att.com/wireless

Wireless Phone: 611

Landline: 1-800-331-0500

Store Phone: 222-222-XXXX

Store Manager: JOHN DOE

Generated on: 08/12/2009

Manage your account online! View your current balance, detail billing records, pay your bill and access this document by registering for online account management at: att.com/Mywireless.

Understanding My First Bill

Your first bill may be higher than expected! The bill may include:

- Activation fee.
- One month's service billed in advance.
- Prorated charges and fees for the month when you signed up.

The sample bill is not part of your contract.

Start Of Billing Cycle: 15th of the month

Wireless Summary For: 222-222-XXXX

JANE DOE

Monthly Service Charges	First Month's Bill	Ongoing Monthly Bill
Rate Plan		
NATION 450 ROLL UNL M2M 5K N&W (Prorated)	4.00	
NATION 450 ROLL UNL M2M 5K N&W	39.99	39.99
Other Services		
MESSAGING STARTER 200	5.50	5.00
WIRELESS PHONE INSURANCE	5.49	4.99

Total Monthly Service Charge	\$54.98	\$49.98
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Usage, Additional Minutes, Roaming, Directory Assistance (411) and Long Distance Charges	BASED ON ACTUAL USAGE	
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Credits, Adjustments & Other Charges*

Activation Fee	36.00	
Regulatory Cost Recovery Charge	.61	.61
Federal Universal Service Fund	3.26	1.79
State Universal Service Fund		
Other AT&T Surcharges		
Total Credits, Adjustments & Other Charges	\$39.87	\$2.40
Government Fees & Taxes		
State and Local Tax	8.64	4.75
911 Fee	1.00	1.00
Total Government Fees & Taxes**	\$9.64	\$5.75
Total Charges: (ESTIMATED)	\$104.49	\$58.13

Additional Minutes: 45¢/min.

411: \$1.99/call + Airtime

Text/IM: 20¢ (25¢/50¢ Intl.)/msg.*

Picture/Video: 30¢/message*

Data: 1¢/KB**

*Charged for messages sent and received.

**As of 7/31/09, \$2/MB for new buyers or if you change voice or cancel your data plan.

International Roaming

International voice and data rates apply for usage outside the U.S. When eligible, international roaming may be automatically activated on your line of service. To opt out or for rates/details, see: att.com/global.

30-Day Equipment Return Policy

- AT&T Stores: returns/exchanges must be like new, with all original packaging, accessories, manuals and proof of purchase. All devices are subject to a \$35 restocking fee except where prohibited. See att.com/ReturnPolicy for details.
- Authorized Retailer and Other Locations: See the specific location's return policy.

30-Day Service Cancellation Policy

- Payment required for services used.
- Activation fee will be refunded if termination occurs within 3 days of activation.
- See our complete policy at: att.com/ReturnPolicy.

Manufacturer's Warranty

Manufacturers offer a One-year warranty on NEW equipment and a 90-day warranty on refurbished equipment. For repairs or replacement of your wireless phone with original proof of purchase, call 1-800-801-1101 or go to att.com/wireless.

*AT&T imposes a Regulatory Cost Recovery Charge of up to a \$1.25 to help defray costs incurred in complying with State and Federal telecom regulation; State and Federal Universal Service charges and surcharges for government assessments on AT&T. These are not taxes or government required charges. **The estimates above are based on the highest tax/fee/surcharge rates assessed in your state; actual charges may vary. For actual state percentages, visit att.com/AdditionalCharges. To prevent unauthorized charges, notify AT&T immediately if your phone is lost or stolen. Your rate plan brochure/contract controls if inconsistent with this document. ©2009 AT&T Intellectual Property. All rights reserved. AT&T, AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



Wireless Service Agreement

Wireless Number: 222-222-6422
Account Number: 000000xxxxx20

The Wireless Service Agreement consists of:

1. The Terms of Service **and its arbitration clause**.
2. The rate plan terms including the Data Service Terms and Conditions and applicable feature terms.
3. Rates and other details about the rate plan (in Customer Service Summary, brochure or at att.com/wireless).

Early Termination Fee

If I terminate this Agreement before expiration of my Service Commitment, I will pay AT&T an Early Termination Fee of \$175, reducing by \$5.00 for each full month completed toward the commitment term for each wireless telephone number associated with the service.

Guaranty

If I am signing on behalf of an entity, I represent that I am authorized to sign on its behalf, and I agree to be jointly responsible with the entity for payment of any sums that become due under, and to be bound by, this Agreement. I agree you can collect directly from me without first proceeding against the entity.

Contract Provisions

This Agreement incorporates and includes by reference AT&T's current Terms of Service #FMSTCT07090132E and its **arbitration clause**. This Agreement also incorporates and includes by reference the versions of the following AT&T brochures that are effective as of the date of this Agreement: i. AT&T's Rate Plan Brochure describing the services listed above under "Monthly Plan;" and, ii. AT&T's Features Brochure(s) describing the service feature(s) listed above under "Other Services." I acknowledge that the Terms of Service Booklet, the Rate Plan Brochure and the Features Brochure(s) were separately provided to me before the time I signed this Agreement.

Service/Coverage Limitations

Service is not available at all times in all places. There are gaps in coverage within the service areas shown on maps.

iPhone and Certain Other Devices

Eligible voice and data plans are required for iPhone and certain other devices. The data plans do not cover international data charges. I agree that AT&T may add required plans to my account and bill me the appropriate monthly fee if I use an iPhone or other device that has plan requirements.

Optional Roadside Assistance is Available from AT&T

Enroll for \$2.99/month and get the first 30 days free. After the free period the charge is \$2.99/month per line. You may cancel at any time by contacting AT&T.

30-Day Cancellation Policy

I may terminate this Agreement within 30 days after activating service without paying an Early Termination Fee. I will pay all fees and charges incurred through the termination date, but AT&T will refund any activation fee if I terminate within three days of activation. Also, I may have to return any handsets and accessories purchased with this Agreement and pay any applicable restocking fees. If I terminate after the 30th day but before the Agreement's Service Commitment has expired, I will pay AT&T an Early Termination Fee for each wireless telephone number associated with the service.

Mobile Content

I understand that wireless devices can be used to purchase goods, content, and services (including subscription plans) like ring tones, graphics, games, and news alerts from AT&T or other companies. I understand that I am responsible for all authorized charges associated with such purchases from any device assigned to my account, that these charges will appear on my bill (including charges on behalf of other companies), and that such purchases can be restricted by using parental controls available from an AT&T salesperson, at att.com/wireless, or by calling AT&T.

Optional Wireless Phone Insurance Is Available

If not already enrolled, ask about optional Wireless Phone Insurance. If eligible, you have 30 days from the date of activation or upgrade to add it. Provided by Asurion Protection Services, underwritten by CNA. See brochure for complete terms and conditions. Key terms include:

- Premium: \$4.99/month
- Non-refundable Deductible: from \$50-\$125/per claim.
- Limits: Two claims per 12 months; maximum replacement value of \$1500/per claim.
- Replacements may be refurbished or different model.
- Cancel at any time for a prorated refund of the monthly charge.
- iPhone is ineligible for the Insurance Feature, which will be removed from iPhone devices on your account.

I HAVE READ AND AGREE TO BE BOUND BY THIS AGREEMENT WITH ITS SEPARATE TERMS OF SERVICE, RATE PLAN AND FEATURES BROCHURES (including but not limited to, their Changes to Terms and Rates, Limitations of Liability, and Arbitration clauses). If buying an iPhone, I agree that using it acts as an acceptance of the Apple and third party terms and conditions included with the iPhone.



My Service Details

Agreement Start Date: 08/12/09
Deposit Amount: \$0
Dealer/Sales Code: xxxxxx
IMEI: 3xxxxxxxxxxxxxxxxx99
SIM: 8901410xxxxxxxxxxxxx57



Signing My Agreement

You will sign this agreement electronically.

1. If you do not sign using a signature capture device, dial *862 from your phone or 1-866-895-1092.
2. Listen and follow the prompts.
3. Upon completion, your phone will be activated.

If electronic signature is not available, please sign below:

Signature_____

Exhibit 2

Welcome to AT&T!

This is your "everything I need to know" booklet, including your order confirmation and important service information.

table of contents

Your Order Confirmation Pg 1-3

This section confirms the products and services you have ordered or the changes you have made to your account.

Customer Proprietary Network Information (CPNI) Pg 5

Please read this section carefully. It contains important information regarding your privacy.

User Guide Pg 6-15

Helpful information on how to use some of your new products and services.

3-Way Calling	Pg 6	Caller ID	Pg 7
Call Forwarding	Pg 6	Priority Ringing	Pg 8
Call Return	Pg 6	Select Call Forwarding	Pg 8
Call Screen	Pg 6	Speed Calling 8	Pg 8
Call Waiting	Pg 7	The Message Center	Pg 9
Call Waiting ID	Pg 7		

Terms & Conditions Pg 16-20

To meet legal obligations and help you understand your rights as a customer, AT&T provides the following information regarding the products and services you've ordered.

Universal LifeLine Telephone Service	Pg 16
900/976	Pg 17
Voice Mail Terms and Conditions of Service	Pg 17
General Terms, Conditions and Explanations	Pg 19

AT&T Residential Service Agreement Pg 21-26

Information regarding your AT&T terms of service.

September 21, 2009

ORDER CONFIRMATION #: [REDACTED]

ACCOUNT NUMBER: [REDACTED]

ORDER CONFIRMATION

Dear [REDACTED]

Welcome to AT&T – the one-stop for all your communication and entertainment needs, including local, long distance, Internet, wireless and satellite TV services. We know you have a choice and we appreciate your business.

This communication confirms your recent order changes. Please review this information carefully to ensure we've provided you with the services you requested. This replaces any previous confirmation.

Congratulations on your choice to build a bundle! With All Distance®, you'll enjoy the benefits of all your AT&T services for a single monthly rate that is lower than if you ordered the services separately – all with the convenience of a single bill.

Your bundle includes your Access Line and up to 12 Calling Features, including:

Three-Way Calling	Call Forwarding
Select Call Forwarding	Call Screen
Call Return	Caller ID
Call Waiting	Call Waiting ID
Speed Calling 8	Priority Ringing
Privacy Manager®	Metro Plan SM

Also included in your bundle are the following services:

MESSAGING SERVICE

Using your new messaging service, The Message Center, is easy. Please find more information about managing your voice mail in the User Guide section of this booklet.

AT&T LONG DISTANCE

With your new AT&T Unlimited Nationwide Calling Advantage 3 plan, you have the freedom to call anywhere in the United States and most U.S. territories, including Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Marianas and American Samoa. (Calls to Palau are rated as international calls.) Call all day, every day for a low rate of just \$9.00 per month for all your instate and state-to-state, direct dialed, nationwide long distance calls. Note: the \$9.00 monthly charge for AT&T Unlimited Nationwide Calling Advantage 3 plan is included in the cost of the ALL DISTANCE® package price.

While this plan includes unlimited calling as described above, it is for residential use only, not for business use (including telemarketing, autodialing, or commercial or broadcast facsimile i.e. fax). This plan cannot be used for long distance or local toll access to the Internet.

To continue receiving these great benefits, you must be subscribed to AT&T Long Distance as your provider for both local toll and long distance services and maintain your All Distance® plan. If you choose another carrier to provide your local toll service, you will not receive unlimited local toll calling from AT&T Long Distance. If plan is used for unauthorized purposes or required affiliate products are removed from the customer account, the Company may immediately suspend, restrict or cancel the Customer's Service.

The additional products and services you ordered that are not included in your bundle are confirmed below and/or in the Summary section of this communication.

AT&T LONG DISTANCE

Your new AT&T Worldwide Value CallingSM plan offers great rates on direct-dialed international calls from your home phone or calls made from the US with your calling card. The low monthly charge for this plan is \$5.00. For rates to specific countries visit our web site at att.com. It is that simple and convenient.

You are eligible for this plan because you have subscribed to AT&T local service and to an AT&T Long Distance domestic outbound interstate calling plan. If you change your local service provider or remove your AT&T Long Distance domestic plan you will no longer be eligible to receive the benefits of this special international plan.

Information on how to operate all of your services can be found in this booklet or at att.com/tours. Calling feature instructions are also located in your AT&T White Pages, or by calling 1.800.21.GUIDE.

Your satisfaction is our #1 priority. If this letter does not accurately reflect the services you ordered, or if you have questions regarding your service, please call one of our knowledgeable Customer Service Representatives at 1.800.288.2020 or visit our web site at att.com.

Thanks again for choosing AT&T – setting the standard for a new era of integrated communications and entertainment services.

Sincerely,

Your AT&T Customer Service Representative

* This is not a bill. *

ORDER CONFIRMATION

SUMMARY

The following is an itemized list of the AT&T services you ordered. Unless otherwise requested at the time of order, services are usually activated within 7-10 business days of your order/request date. Please confirm that this list is accurate, and call us if there are any discrepancies.

SERVICES ADDED:

RESIDENCE FLAT RATE SERVICE
CALL SCREEN
CALL RETURN
900/976 BLOCKING
PRIORITY RINGING
CALLER ID
SELECT CALL FORWARDING
THREE-WAY CALLING
SPEED CALLING 8
CALL FORWARDING
CALL WAITING
CALL WAITING ID
METRO PLAN
MESSAGE WAITING INDICATOR
CALL ANSWERING
WORLDWIDE VALUE CALLING
UNLTD NATIONWD CLG ADVANTAGE 3

Your Monthly Rate* and One-Time Service and Equipment and/or Installation Charges including the activities listed above are:

Monthly Rate: \$45.00

*Your Monthly Rate includes the Federal Universal Service Fee, E911 and the Federal Access Fee. Your Monthly Rate could vary if any waivers or discounts apply. Your bill will include and itemize Federal taxes, currently set at 3% of your charges, and any applicable state and local taxes.

UNDERSTANDING YOUR BILL

You may notice your first bill is higher than your regular monthly rate. That's because the first bill includes the charges for a partial month's service - from the date your service began to the end of the billing period - and the charges for the first full month of service, which is billed in advance.

BILLING INFORMATION AND PAYMENT OPTIONS

For more information about your bill, as well as billing and payment options, please visit att.com/billingbasics where you will find a Billing Basics Interactive Guide and links to other valuable information. Take a tour or view a sample bill to understand the different charges that may appear on your monthly phone bill.

att.com

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AN IMPORTANT MESSAGE ABOUT THE PRIVACY OF YOUR CUSTOMER INFORMATION
(CUSTOMER PROPRIETARY NETWORK INFORMATION OR CPNI)

The protection of our customers' privacy is of utmost importance to the employees and management of the AT&T family of companies (AT&T)*. Please take a moment to read the following important message about the privacy of your customer information.

AT&T telecommunications carriers would like to share your customer proprietary network information within the AT&T family of companies for our own marketing purposes, including using that information to offer you additional products and services.

What is CPNI? Your CPNI includes the types of telecommunications services you currently purchase, how you use them and the related billing for those services. CPNI does not include your telephone number, your name or your address. Protecting the confidentiality of your CPNI is your right and our duty under federal law. As an AT&T customer, you can restrict the use of your CPNI even within the AT&T family of companies.

Option 1: To allow AT&T to use your CPNI, no further action is required. AT&T will not use your CPNI to offer you other products and services until at least 33 days after this notice was mailed to you. AT&T and our authorized agents will not sell, trade or share your CPNI with anyone outside the AT&T family of companies, or with those authorized agents, except where required by law.

Option 2: If at any time you would prefer that AT&T not use your CPNI to offer you additional products and services – you may:

- Submit an online form at att.com/cpni_residential
- Call 1.800.397.1887 24 hours a day, 7 days a week and follow the prompts.
- Call AT&T at 1.800.ATT.2020 and speak to a Service Representative.

Please note that you will have to use Option 1 or Option 2 for each telephone number for which you receive a separate AT&T bill.

Your decision to permit or restrict the use of CPNI will remain in effect until you decide to change it which you can do at any time without charge. Restricting our use of your CPNI will not affect the provision of any AT&T products or services to which you currently subscribe, nor will it eliminate other types of marketing contacts.

Thank you for choosing AT&T. We appreciate your business.

*The AT&T family of companies are those AT&T companies that provide communications-related products and/or services, including the AT&T local and long distance companies, AT&T Corp., AT&T Long Distance, AT&T Internet Services, AT&T Mobility and other subsidiaries or affiliates of ATT Inc. that provide, design, market or sell these products and/or services.

user guide

Helpful information on how to use some of your new products and services.

■HOW TO USE 3-WAY CALLING■

3-Way Calling lets you talk to two people in different places at the same time – even long distance.

- To add a third person, press and release the hang-up or flash button.
- Listen for the stutter dial tone, then dial the next person.
- When they answer, press and release the hang-up or flash button. You will be able to talk to both people at once.
- To deactivate, hang up for at least 2 seconds between calls until you hear a normal dial tone.

3-Way Calling may not be available in all areas or on all calls.

■HOW TO USE CALL FORWARDING■

Call Forwarding forwards your calls to another number where you can be reached.

- To activate, press **7 2 #**.
- Dial the number you want to forward your calls to. Someone needs to answer this call to activate Call Forwarding.
- To deactivate, press **7 3 #**.

■HOW TO USE CALL RETURN (*69)■

When you can't get to the phone in time, use Call Return to automatically dial the last caller's number.

- To activate, press ***69** (1169 from a rotary phone).
- To deactivate, press ***89** (1189 from a rotary phone).

Call Return is turned off when your call goes through or after 30 minutes attempting to ring. Measured Rate and toll charges may apply on returned calls. Works only on calls within your service area.

To deactivate Call Return requests:

Push ***89** or dial 1189 on a rotary phone. A recorded message will confirm your cancellation.

Call Return returns the last incoming call you received, whether you answered the call or not. To return the last call that you made, use Repeat Dialing (***66**) instead.

■HOW TO USE CALL SCREEN■

Block up to ten designated telephone numbers even if you don't know the source of the calls.

To Turn On Call Screen:

1. Lift receiver and wait for dial tone.
2. Press ***60**. (Rotary phones: Dial 1160.)
3. Dial **3** and listen for instructions. To replay instructions: Dial **0**

at any time.

To Turn Off Call Screen:

To stop Call Screen, you must turn off the service. At that point, you can remove your entire list if you wish.

1. Lift receiver and wait for dial tone.
2. Press **(*)60)**. (Rotary phones: Dial 1160.)†
3. Dial **(3)** and listen for confirmation. Call Screen is off.
 - a. To save your list: Hang up now.
 - b. To remove your entire list: Dial **(08)** and hang up.
 - c. To remove all private numbers: Dial **(09)** and hang up.
4. To remove individual numbers (Call Screen needs to be on):
 - a. Press **(*)** and dial the number you wish to remove.
 - b. Press **(*)**. (Rotary phones: Dial **(11)**, then dial the number.)
 - c. Repeat for each number you're removing.

Call Screen is not available on some calls and works only on calls originating within your service area. In some areas, you may need to dial **(*)80)** to turn off this service. (Rotary phones: Dial 1180.) Installation charges apply.

■HOW TO USE CALL WAITING■

With Call Waiting, you can put one call on hold while you answer a new one.

- To switch from one call to another, simply press the hang up or flash button.
- To turn off Call Waiting before a call, press **(*)70)**.
- After the call, Call Waiting will be automatically restored.

■HOW TO USE CALL WAITING ID■

See who's behind the Call Waiting beep when you're on the phone. Call Waiting ID works with Call Waiting and Caller ID to allow you to see the incoming call, so you can decide whether or not it's important enough to "click over."

Subscriptions to Call Waiting and Caller ID are required to use this service. Call Waiting ID and Caller ID require display equipment. Not available in some areas. Some names and numbers may not be available.

■HOW TO USE CALLER ID■

Caller ID lets you know who is calling before you pick up the phone.

- Caller ID phone or display unit required.
- Your caller's name will appear on the screen of the phone or display unit.

Caller ID is not available in some areas or on some calls. May not be available internationally. Some names and numbers may be blocked, unavailable or come from an area not equipped to provide Caller ID data. Caller ID requires display equipment. Installation charges apply.

Caller ID Blocking Options

Selective Caller ID Call Blocking is included with your service. By dialing ***67** (1167 from rotary phones), this service allows you to determine which calls you want to block your telephone number from being displayed. The other option is Caller ID Complete Blocking. This blocks your number from being displayed on all outgoing calls. In choosing this option, you would have to unblock your number every time you encounter a service that does not accept blocked or private calls by dialing ***82** (1182 from rotary phones). There is no monthly service charge for either of these services.

■HOW TO USE PRIORITY RINGING■

Priority Call allows you to assign a distinctive ring on incoming calls from up to ten numbers.

To activate:

1. Dial ***61** and follow the instructions.
2. Dial **3** and listen for instructions on setting up, adding to or reviewing your list.
3. To replay instructions: Dial **0** at any time.
4. To deactivate, dial ***81**.

Services may not be available in all areas. Not compatible with Personalized Ring.

■HOW TO USE SELECT CALL FORWARDING■

Select up to 10 phone numbers you want to hear from and have them follow you wherever you go.*

To Turn On Select Call Forwarding:

1. Lift receiver and wait for dial tone.
2. Press ***63**. (Rotary phones: Dial 1163.)
3. Press **3** and listen for instructions.
4. To replay instructions, press **0** at any time.

Your list of selected numbers will be maintained in memory until you choose to change them.

To Turn Off Select Call Forwarding:

1. Lift receiver and wait for dial tone.
2. Press ***63**. (Rotary phones: Dial 1163).**
3. Dial **1**, dial **3** and listen for confirmation.

* Select Call Forwarding is not available in some areas on some calls. This service works only on calls within your service area. Toll, long distance and Measured Rate charges may apply on forwarded calls. Calls forwarded outside your service area will be carried by the long distance company of your choice. Call Forwarding is not available for calls forwarded to an international number. Installation charges apply.

** In some areas, you may need to dial ***83** to turn off this service. (Rotary phones: Dial 1183.)

■HOW TO USE SPEED CALLING 8■

Speed Calling 8 lets you dial up to eight frequently called local numbers by pressing two buttons per call.

To set up:

1. Choose a separate Speed Calling code (using numbers 2 through 9) for each phone number.
2. Press **7 4 #**.
3. ENTER a Speed Calling code, and then enter the phone number for that code. Include 1 + area code if it's long distance.
4. LISTEN for several tones to confirm your entry.
5. HANG UP and repeat the steps for up to eight numbers.

To use:

- Enter the Speed Calling code for the phone number you want to call, and then press **#**.

The numbers 0 and 1 cannot be used for Speed Calling codes. Speed Calling 8 services may not work with certain types of telephone equipment. Toll and long distance charges will apply to calls placed outside your local service area.

■HOW TO USE THE MESSAGE CENTER■

The Message Center is the official product name of your Voice Mail service. In many areas, you can change the voice instruction from English to Spanish for your convenience. If you have any questions, please visit our website at **att.com** or call our Help Line at **1.800.675.9005**.

To set up your voice mail from your home number:

1. Dial your access number: [REDACTED] When The Message Center answers:
 - a. Enter your seven-digit mailbox number (your home phone number) and press **#**.
 - b. Enter the passcode you've selected and press **#**.
 - c. Listen to the system repeating the numbers of your passcode. If it's correct, press **#**. If the number isn't correct, press ***** and re-enter your passcode, then press **#** to confirm. To exit passcode selection, press *****.
 - d. Follow the voice instructions to set up a greeting.

Note: If you ordered extension mailboxes, please see the "Extension mailboxes" section for greeting instructions.

2. Setting up a passcode:
 - a. Choose a passcode of 6 to 13 digits that doesn't begin with zero. Your passcode is the personal identification number you'll need to enter every time you use The Message Center. For your security, when choosing a passcode, do NOT use your telephone number or any part of your telephone number as part of the passcode. Do NOT repeat digits (e.g., 444444), use sequential digits (e.g., 123456) or use easily identifiable numbers (e.g., ZIP code, street address). Treat your passcode as you would your ATM PIN. We recommend that you change your passcode periodically and check your greeting to ensure

it has not been changed.

How to get your messages from any touchtone phone

When you're at home:

1. Dial your Message Center call-in number.
2. Enter your passcode and press **[#]**.
3. If you have an extension mailbox, you'll be asked to enter your extension number and to press **[#]**.

When you're away from home:

1. Dial your Message Center call-in number.
2. Enter your passcode and press **[#]**.
3. Enter your mailbox number (include your home area code when you're calling from a different area code) and press **[#]**.
4. If you have an extension mailbox, you'll be asked to enter your extension number and press **[#]**.

How to listen to your messages:

When you're in The Message Center, press **[1]** to review your messages. You will hear new messages first, followed by saved messages. After each message you can:

1. Press **[1]** to repeat.
2. Press **[2]** to save.

Messages remain in your mailbox for 30 days for Standard Mailboxes and 60 days for Deluxe Mailboxes, and are then automatically deleted. Once a message is automatically deleted, there is no way to retrieve it. If you want to save a message for a longer time period, copy the message and send it back to your mailbox. The message will appear as a new message and can be stored in your mailbox for another 30 or 60 days, depending on the type of mailbox you have.

1. Press **[3]** to erase. (Don't worry if you erase a message by mistake. Press **[*]** **before hanging up the phone** and The Message Center will ask you if you want to hear your erased message.)
2. Press **[4]** to reply to a message from another person who subscribes to The Message Center in your service area.
3. Press **[5]** to copy and forward a message to another person who subscribes to The Message Center in your service area.

Listening tips: When you're in The Message Center, press **[1]** to review your messages. You'll hear new messages first, followed by saved ones. While listening to your messages, you can:

- Press **[7]** to back up 10 seconds.
- Press **[7][7]** to back up to the beginning.
- Press **[8]** to pause for 20 seconds and **[8]** again to continue listening.
- Press **[9]** to jump ahead 10 seconds.

- Press **[9][9]** to jump to the end of the message.
- Press **[#]** to skip to the next message.
- Press **[#][#]** to move to and from new, saved or erased messages.
- Press **[*]** to back up a step.
- Press **[*]** repeatedly to exit the Message Center, until you hear "Good-bye."

How to set up your greeting: You have two options for greeting your callers:

1. A personal or an alternate greeting, with a special message to your callers.
2. A system greeting, which is pre-recorded in English and says, "No one is available right now. Please leave your message after the tone."

How to record or change your greeting: Dial your Message Center call-in number.

1. Enter your passcode and press **[#]**.
2. Press **[4]** from the main menu.
3. Press **[2]** to hear your current greeting.
4. Press **[#]** to leave your current greeting as is or choose one of the following options:
 - a. Press **[1]** to record or change your personal greeting.
 - b. Press **[2]** to record or change your alternate greeting.
 - c. Press **[3]** to use the pre-recorded greeting.
5. If you choose a personal or an alternate greeting:
 - a. Press **[5]** to begin recording your greeting, and press **[#]** when you've finished recording your greeting. (Your new greeting will be played back to you.)
 - b. Press **[#]** again to confirm your greeting, or press **[*]** to cancel and press **[5]** to re-record.
6. Press **[#]** when you've finished re-recording and **[#]** again to confirm.

How to change your passcode: You can change your passcode anytime. Your passcode can be any number 6 to 13 digits in length, as long as it doesn't begin with zero. See warnings under "Setting up a passcode" for security precautions. From The Message Center main menu:

1. Press **[3]** to bypass other choices.
2. Press **[1]** and enter your new passcode.
3. Press **[#]** when you're finished.

After hearing your new passcode, press **[#]** if it's correct. If incorrect, press **[*]** to cancel, then follow the previous instructions to change your passcode. If you forget your passcode, you'll have to reset a new passcode by calling 1.800.675.9005 for assistance.

Choose between two lengths of instructions: The Message Center offers both a standard, more complete version of instructions and a brief version. When you become familiar with The Message Center, you may prefer the brief version. To switch to the brief version, from The Message Center's main menu:

1. Press **3** to bypass other choices.
2. Press **2** for instructions length and:
 - a. Press **1** for standard instructions.
 - b. Press **2** for brief instructions.

How The Message Center can notify your pager: Pager Notification[†] is an optional service that will notify you of all new messages, or just the urgent ones. Pager Notification is available for an additional fee, and you can order it by calling our Customer Service Center at 1-800-288-2020.

[†]Pager notification is only available with pager numbers that are in the same Service Area as your mailbox. Pager Notification is intended to page to a pager. Use of Pager Notification to any device other than a pager (e.g. wireless phone number) may count as an incoming call or text message and be applied against your monthly allowance. Please check with your wireless provider.

How to set up Pager Notification from The Message Center's main menu

1. Press **3** to bypass other choices.
2. Press **3** for Paging Options.
3. Press **1** to activate Pager Notification.
4. Press **3** to let The Message Center know if you should be notified for all messages or only urgent ones.
 - a. Press **1** for notification of all messages.
 - b. Press **2** for notification of urgent messages.

Note: If you choose urgent message notification, be sure to tell callers in your greeting to press **4** at the end of their message and you will be paged.

5. Press **#** to confirm your selection.
6. Press **2** to deactivate Pager Notification.

How to send a message: You can send a message to another person in your service area who subscribes to The Message Center by following these instructions. From The Message Center's main menu:

1. Press **2** to bypass other choices.
2. Dial the mailbox number (home phone number) of each recipient and press **#**.

Include the area code if it's different from yours. If the person doesn't subscribe to The Message Center, you can't send them a message and you'll hear, "Mailbox does not exist."

3. Press **#** again when you have finished adding the mailbox number.

4. Press **[5]** to record your message. Press **[#]** when you've finished recording.
5. Press **[#]** again to send the message or press **[*]** to cancel the message.

Advanced instructions:

1. Follow steps 1 through 4 of the previous instructions to send a message.
2. If you want to hear your message before you send it, follow the steps below, or go on to Step 3.
 - a. Press **[7][7]** to hear your message.
 - b. Press **[*]** to erase your message, then press **[5]** to re-record.
 - c. Press **[#]** when you're finished recording.

After recording your message, press **[0]** to hear options for delivery. You can send the message with one or all of the delivery choices shown below.

Message delivery choices:

3. Press **[1]** to send your message with private delivery so it can't be copied to another mailbox.
4. Press **[2]** to send your message for future delivery — up to 365 days later. (You can use this feature to remind yourself of special dates or appointments.)
5. Press **[4]** to send your message with urgent delivery. Urgent messages play before other messages.
6. To review your complete message, press **[7][7]**.
7. Press **[#]** to send your message, or press **[*]** to cancel the message.

Replying to a message: After listening to a message from another subscriber of The Message Center in your service area, you can reply to the message:

1. Press **[4]** to reply, followed by **[#]** when you've finished addressing your message.
2. To record your reply, press **[5]** and begin recording after the tone. When you've finished recording, press **[#]**. The reply should be at least 10 seconds long.
3. Press **[7][7]** at any time to review what you've recorded so far.
4. Press **[8]** to pause, and press **[8]** again to resume recording your message.
5. Press **[*]** to cancel what you've recorded so you can re-record your message.

How to send a message to a group: Use group lists to send the same message quickly and easily to a group of up to 25 subscribers to The Message Center in your service area. You can have up to eight groups, with each assigned a number between 1 and 8. To send a message to a particular group, just dial the assigned number for that group.

Creating a group list:

1. Press **[5]** from the main menu.

2. Press **[1]** to create a group list.
3. Assign the group list a number from 1 to 8, then press **[#]**.
4. Press **[1]** to begin adding each person's number. Up to 25 mailbox numbers can be programmed into your group list.
 - a. Dial the first person's mailbox number (home phone number), including the area code if it's different from yours, then press **[#]**. Repeat this step for each person on your list.
 - b. Press **[#]** again when you're finished with your list.
5. To add or delete members of the group, press **[1]**.
6. Press **[2]** to record a name for each list. Choose a brief name that's easy to associate with the list. For example, Group #1 is "Soccer Team," Group #2 is "Car Pool."
7. Press **[3]** to cancel the entire group.
8. Press **[4]** to hear the members of your group.

Editing or reviewing a group list:

1. Press **[5]** from the main menu.
2. Press **[2]** to edit an existing group.
3. Press **[3]** to review the titles of your groups.

Sending a message to a group:

1. Press **[2]** from the main menu.
2. Dial the group number you want to send your message to and press **[#]**.
3. Press **[5]** to record your message, then press **[#]** when you've finished recording.
4. Press **[0]** to hear delivery options and follow the instructions.
5. Press **[#]** to send your message or press **[*]** to cancel the message.

How to set up extension mailboxes: An extension mailbox is an optional feature and an easy way to keep the messages for your children, roommates or other household members separate so they can hear their own messages without having to listen to others' messages. You can have up to eight extension mailboxes. Each extension is available for an additional fee and can be ordered by calling our Customer Service Center at 1.800.288.2020.

Setting up extension mailboxes:

1. Before you call into The Message Center:
 - a. Choose a different passcode for each extension mailbox. The number should be 6 to 13 digits and shouldn't begin with zero.
 - b. Decide on a personal greeting for each extension mailbox.
2. Dial your Message Center call-in number from your home phone.
3. When The Message Center answers, do not enter the passcode for your main mailbox. Press **[#]**, then enter your 7-digit home phone number and press **[#]** again.

4. Enter the single-digit extension mailbox number, then press **[#]**.

Note: Your main mailbox is always extension 1, so the first extension mailbox is extension 2, the second extension mailbox is extension 3, etc.

5. Enter the extension passcode you've selected and press **[#]**.
6. Listen to the system repeating the numbers of your extension passcode. If it isn't correct, press **[*]**, re-enter your extension passcode, then press **[#]** to confirm.
7. To record your personal greeting, review the "How to set up your greeting" section of this guide.
8. Press **[*]** and repeat the above steps for each extension mailbox.
9. Record your main mailbox greeting to direct callers to each extension mailbox. (For example: "Thank you for calling. For Victor, leave a message at the tone; for Veronica, press **[2]**.")
10. Press **[4]** from The Message Center's main menu to record a new greeting. You can follow The Message Center voice instructions or review the "How to record or change your greeting" section of this guide.



terms & conditions:

To meet legal obligations and help you understand your rights as a customer, AT&T provides the following information regarding the products and services you've ordered.

Universal LifeLine Telephone Service

AT&T California also offers California LifeLine Telephone Service for eligible low income customers. California LifeLine provides basic residential telephone service at discounted rates. New applications for California LifeLine must be approved by the California LifeLine Administrator before enrolling in the program. LifeLine applicants pay regular rates for basic phone service until their eligibility is approved

Once approved for California Lifeline, all LifeLine discounts are credited to the customer's account retroactive to the date the service began or the date the customer requested to be enrolled, whichever is later. If the first bill under the LifeLine program has a net credit balance of \$10.00 or more, a refund check may be requested. Eligible customers living on federally recognized Tribal Lands may qualify for even deeper discounts. Customers who have members of their household who utilize a TTY may qualify for a second line.

You may qualify for California LifeLine discounts if you meet all three of the following requirements:

1. You meet the program-based criteria by certifying that you or a member of your household is a recipient of public assistance from a qualifying public assistance program listed in (a) below, or the income-based criteria by submitting copies of documents proving that your household's total gross income does not exceed the limits set forth in (b) below.

(a) Qualifying Public Assistance Programs:

- Medicaid/Medi-Cal
- Women, Infants and Children (WIC)
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- National School Lunch's FREE lunch program (NSL)
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Healthy Families Category A
- Temporary Assistance for Needy Families (TANF) known in CA as:
 - California Works Opportunity and Responsibility to Kids (CalWORKs)
 - Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs)
 - Welfare to Work (WTW)
 - Greater Avenues for Independence (GAIN)
- Tribal TANF
- Head Start Income Eligible (Tribal Only)
- Bureau of Indian Affairs General Assistance

(b) Gross Household Income Limits

Number of People In Your Household	**Monthly Gross Income	*Annual Gross Income
1 - 2	\$2,000	\$24,000

3	\$2,350	\$28,200
4	\$2,834	\$34,000
Each Adtnl Person	\$484	\$5,800

*Adjusted annually for inflation.

**Monthly amounts are included only as guidelines. Actual income eligibility should be based on annual amounts.

2. The household in which you have California LifeLine is your primary residence.
3. You are not claimed as a dependent on another person's income tax return.

Pre-recorded information regarding California LifeLine is available at 1.800.446.5651 or you may visit our website at att.com/lifeline. If you believe you meet all the criteria shown above and would like to apply for California Lifeline, please contact AT&T customer service at 1.800.288.2020.

900/976

900 Number information services are provided over telephone numbers beginning with the prefix 900. You may withhold payment if you dispute these charges within 60 days. Action to collect disputed amounts will be suspended pending investigation of the dispute. Your local and long-distance telephone service cannot be suspended or disconnected for nonpayment of 900 charges. However, the company that provides the 900 service may take other actions to collect charges you have not paid and have not disputed. To protect customers from these unexpected charges, AT&T offers 900 Call Blocking. 900 charges incurred from purchasing products and services from the Internet cannot be blocked. If you fail to pay legitimate charges for calls to 900 numbers, your access to 900 numbers may be involuntarily blocked. You are not to be billed for pay-per-call services that do not comply with Federal laws and regulations. For further details on eligibility for no cost 900 Call Blocking, call the AT&T Service Center at the number listed on your bill.

The rates for a three (3) minute call to an AT&T CA 900 number with the prefix of 505 or 844 can range from \$0 to \$9.00.

Voice Mail Terms and Conditions of Service

BEFORE USING YOUR NEW VOICE MAIL SERVICE, PLEASE READ THE FOLLOWING: Your use of our voice mail service represents your agreement to these Terms and Conditions. If you are unwilling to abide by these Terms and Conditions, please contact us immediately.

1. Description of the Service

Voice mail products are provided by AT&T Messaging (a d/b/a for Pacific Bell Information Services). Please see the User Guide for more information on your voice mail service. These Terms and Conditions apply to your mailbox only. The voice mail service described herein requires some regulated services such as: touch-tone telephone service; call forwarding features for Call Forward/Busy Line-Don't Answer (CF/BLDA); and, Customer Alerting Enablement (CAE) or Message Waiting Indicator (MWI). In some cases, the Call Forwarding and Message Waiting features may be included as part of your voice mail service. If not, when you order voice mail, unless otherwise informed, an order is placed on your behalf with AT&T for these services. You can check with our office to verify if the services are included. The Busy/Don't Answer Call Forwarding feature may prevent reception of operator interrupt calls.

2. Prices



A monthly recurring charge and a one-time non-recurring charge apply. Monthly recurring charges are subject to change. If you subscribe to the service under a term agreement, (1-3 years) monthly prices are not subject to change during the term. If you have signed a Voice Mail Term Agreement, the terms and conditions of that agreement will control in the event those terms conflict with the Terms and Conditions herein. In the event the Voice Mail Term Agreement is silent as to a provision, term or condition which is set forth herein, the provision, term or condition set forth herein controls. Detailed rates and charges appear on your AT&T local telephone bill. Depending on your Local Exchange Carrier/Competitive Local Exchange Carrier (LEC/CLEC), local and toll usage charges may apply when retrieving mailbox messages and each time a call is forwarded to your mailbox if you subscribe to a usage sensitive service plan. In addition, if you have purchased an AT&T Messaging Voice Mail Call-in-One or Universal CallNotes® product, calls forwarded to your mailbox from your wireless service from AT&T will not incur airtime charges. Airtime charges will apply when using your wireless service from AT&T to retrieve messages from AT&T voice mail services. Contact your provider for rate information. If you access your mailbox from outside your local calling area, applicable local toll or long distance charges apply. AT&T Messaging reserves the right to modify these Terms and Conditions, including changing charges, or discontinue the provision of voice mail at any time. AT&T Messaging will notify you of any price change or discontinuance before its effective date. No sales representative, independent or other, has the authority to change these Terms and Conditions. Customer may not incur any charges against a voice mail Access Number or against a mailbox number assigned to the Customer.

3. Availability

Voice mail is available on most business local classes of service. Residential voice mail products are not available on business lines. Voice mail may be periodically unavailable for general maintenance. Customer understands that AT&T Messaging may upgrade, change or modify its voice mail technology architecture or equipment, which may result in customer experiencing lost messages or service disruptions or may require a change in telephone number to continue receiving voice mail service. If stored messages reach the capacity of the mailbox and your mailbox becomes full, additional messages will not be accepted.

4. Payment

If your local service is provided by one of the AT&T local telephone companies, your voice mail charges will appear on your AT&T local telephone bill. In all other cases or if requested, you will receive a bill from AT&T Messaging for your voice mail charges. Payment is due on the date specified on the bill. If any portion of payment is received after the payment due date, a monthly late charge may apply. The monthly late charge will be administered according to applicable state tariffs and/or AT&T standard billing procedures and will not exceed the highest amount allowed by law. Telecommunications services cannot be disconnected solely for non-payment of your voice mail charges.

5. Cancellation of Services

You may cancel your mailbox at any time. If you have purchased a package or grouping of services from your AT&T local service provider, cancellation of your voice mail service may impact your package/grouping and associated discounts. If you cancel your mailbox, you agree to pay a prorated amount for the used portion of the final month of your mailbox service. AT&T Messaging may cancel your mailbox service for non-payment of applicable charges. All voice mail products are designed and provided as a voice mail service – not an announcement service. Use of this service

as an announcement service, and/or other improper or excessive use, may impair AT&T Messaging's ability to provide reasonable service to other customers. AT&T Messaging reserves the right to cancel your voice mail service at any time, with or without notice, if your mailbox is (1) being used in an improper manner, including, but not limited to using it as an announcement service or for unlawful purposes, (2) generating excessive usage (as determined solely by AT&T Messaging based on its network/service design and usage experience, and applied in a nondiscriminatory manner), (3) affecting AT&T Messaging's ability to provide reasonable service to other customers, or (4) being used to interfere with another's use of the telephone/voice mail system.

6. Pager Notification

Pager Notification allows your pager to notify you when a message is received in your mailbox. Paging service and equipment must be purchased separately. Pager number must be in the same service area (Local Access Transport Area) as your mailbox or be a toll-free number. Other restrictions may apply.

7. LIMITATION OF LIABILITY

AT&T MESSAGING SHALL MAKE REASONABLE EFFORTS TO PROVIDE CONTINUOUS, UNINTERRUPTED AND ERROR-FREE SERVICES TO VOICE MAIL CUSTOMERS, BUT THE LIABILITY OF AT&T MESSAGING, ITS PARENT COMPANY AND AFFILIATED COMPANIES FOR FAILURE TO DO SO SHALL BE LIMITED TO A REFUND OF THE FEES PAID BY THE CUSTOMER FOR THE SERVICE FOR THE PERIOD OF INTERRUPTED OR ERRONEOUS SERVICE (THE PRORATED AMOUNT). NEITHER AT&T MESSAGING NOR ITS PARENT COMPANY, NOR ANY OF ITS AFFILIATED COMPANIES SHALL BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THE LOSS OF INFORMATION, PROFITS OR BUSINESS OPPORTUNITY, ARISING FROM THE PERFORMANCE OR THE FAILURE TO PERFORM, OF THE VOICE MAIL SERVICE. WHILE AT&T MESSAGING CAN MONITOR AND MAINTAIN ACCEPTABLE SERVICE LEVELS BETWEEN ITS VOICE MAIL SERVICE AND AN INVOLVED PAGER COMPANY, WE CANNOT ENSURE ACCEPTABLE SERVICE LEVELS FROM THE PAGER SERVICE PROVIDER. ANY CONCERNS OR QUESTIONS ABOUT YOUR PAGING SERVICE MUST BE ADDRESSED TO YOUR PAGER SERVICE PROVIDER. THE PURPOSE OF THIS PROVISION IS TO LIMIT AT&T MESSAGING'S, ITS PARENT COMPANY AND ITS AFFILIATED COMPANIES' LIABILITY ARISING OUT OF THIS AGREEMENT AND/OR PROVISION OF SERVICES.

GENERAL TERMS, CONDITIONS AND EXPLANATIONS:

Not all services available in all areas.

When accessing the Internet via a dial-up connection, it is important that you select a local access number to avoid incurring unwanted toll charges. Before using dial-up service, please verify with AT&T California that the number you have selected is indeed a local number by dialing "0" and speaking with an operator.

If you have ordered installation or rearrangement of inside wire from AT&T, labor charges are not shown. They will be provided by your installer during the visit.

In addition to your normal monthly billing statement, a special bill may be sent to you if the charges for toll calling exceeds \$100.00 within a single billing period. The purpose of this special bill is to be sure you are aware of the amount which is outstanding and to give you the opportunity to discuss arrangements for payment.



Special Advance Toll Bills are due immediately, and if payment or acceptable arrangements are not made within 7 days, your service will be interrupted.

AT&T California cannot guarantee the advanced assignment nor the permanence of any telephone number.

Products in our packages and bundles can be purchased separately. By purchasing them in a package or bundle, you receive discounts.

A Carrier Cost Recovery Fee of \$1.99 per month for your Long Distance plan may apply. The Carrier Cost Recovery Fee is not a government required charge.

ALL DISTANCE®: excludes taxes, fees, surcharges, subscriber line, extended area, installation charges, and universal service charges. ALL DISTANCE® service includes an access line for unlimited local service with 9-13 calling features, including voice mail services, and unlimited long distance service with the AT&T Unlimited Nationwide CallingSM Advantage 3 plan. This long distance plan is available only in combination with the ALL DISTANCE® package and customers must subscribe to one qualifying service from an AT&T qualified affiliate. This long distance plan cannot be used for long distance or local toll access to the Internet, or for business purposes such as telemarketing, auto-dialing, or commercial or broadcast facsimile (FAX) where any of these calls would be long distance or local toll calls. If the AT&T Unlimited Nationwide CallingSM Advantage 3 plan is used for unauthorized purposes, customers will be moved to the AT&T ONE RATE® Nationwide 5¢ Advantage long distance plan with a rate of \$4 per month and 5 cents per minute. If non-long distance qualified affiliate(s) are removed, customers will be moved to ALL DISTANCE® with AT&T Unlimited Nationwide Calling Advantage 1SM for \$45 per month. If long distance provider is removed, your local service package will be Complete Choice® Enhanced. Long distance service provided by AT&T's long distance companies. Calls are billed in one-minute increments; partial minutes are charged as full minutes. Prices may vary based on additional options and class of service. Display equipment is required for Caller ID, Call Waiting ID and Privacy Manager®. Call Waiting ID requires subscription to Caller ID and Call Waiting. With Caller ID and Call Waiting ID, some call information may be blocked or not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. With Call Forwarding, Selective Call Forwarding, Speed Calling 8, Three-Way Calling and Call Return, local usage, local toll or long distance charges may apply, depending on the location of the called party. Privacy Manager® is included in Connecticut and available upon request elsewhere. Additional charges may apply for Privacy Manager®. In certain California metropolitan areas (ZUM 3), usage charges are incurred for calls that are beyond a customer's local calling area but are not local toll or long distance. Subscription to the AT&T Metro PlanSM will ensure unlimited local and long distance calling. The AT&T Metro Plan is available on this offer at no extra charge in California. Availability, rates, terms and conditions are subject to change. All features and services may not be available in all areas or on all calls and may not be available internationally.

Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of AT&T's network and calls carried over facilities that do not transmit Caller ID information. Display equipment required for Caller ID.

The following Residential Service Agreement (RSA) provides the terms and conditions under which most AT&T local, long distance and international services are governed. Some services, however, such as basic residential service, 911 service, the California LifeLine program, and your choice of long distance provider are not governed by the RSA but instead are governed by tariffs on file with the California Public Utilities Commission (CPUC). In addition, tariffs containing basic terms and conditions (e.g., payment of bills) will continue to be on file with the CPUC.

Prices and Service Descriptions

The prices and service descriptions for services governed by the RSA are located online at att.com/servicepublications. Before going online to view the applicable service publication you may want to check the local portion of your AT&T bill for the name of your local service provider. Your AT&T long distance service provider can be found in the long distance section of your bill.

Here's all you need to do

- If you are satisfied with the terms of the RSA, just retain it for your records. No further action is required.
- If for any reason **you do not accept the terms of the RSA**, you must call your AT&T representative to cancel your services covered by the RSA.

More information is available.

If you need another copy of the RSA or detailed information regarding the services covered by the RSA, please visit att.com/servicepublications. If you do not have access to the Internet or have any questions or concerns about your service, please call 1.800.288.2020.

AT&T RESIDENTIAL SERVICE AGREEMENT

This AT&T Residential Service Agreement ("Agreement") applies to all AT&T services you subscribe to, except for those provided under: 1) a tariff or 2) another agreement, unless that agreement references this Agreement ("Services"). When you receive this Agreement, your subsequent purchase or use of Services or your payment for them is your agreement to the terms and conditions of this Agreement.

PLEASE READ THIS AGREEMENT CAREFULLY. THIS AGREEMENT ESTABLISHES LIMITATIONS OF LIABILITY IN THE EVENT OF A DISPUTE (SEE SECTION 8).

1. DEFINITIONS

Terms not otherwise defined in this Agreement have the following meanings:

"AT&T," "the Company," "we," "our" and "us" mean the AT&T companies providing your detariffed services under this Agreement.

"Detariffed" means that the description, price, and other terms and conditions for the service are no longer governed by tariffs filed with a state public utility commission (intrastate services) or the Federal Communications Commission (interstate and international services).

"Force Majeure" means causes beyond our control that prevent or hinder the delivery of any Service, such as fire; flood; lightning; meteorological phenomena; earthquakes; volcanic action; power failures or blackouts; severe weather; explosions; wars or armed conflicts; national, state or local emergencies; civil disobedience; shortage of labor or materials; labor disputes, strikes, or other concerted acts of workers (whether of AT&T or others); embargoes; acts of God; and acts of terrorism.

"Service(s)" are all the detariffed AT&T services you subscribe to that are provided under this Agreement.



"Guidebooks" are documents that contain the description, price, and other terms and conditions for each detariffed service. They may be called "Service Guides", "Catalogs," or "Service Descriptions and Price Lists" in some states. Guidebooks are available online at att.com/servicepublications. If you do not have web access, you may call AT&T for assistance.

"Tariffs" are documents that are filed with state public utility commissions (intrastate services) or the Federal Communications Commission (interstate and international services). They contain certain services, prices, and other terms and conditions that have not been detariffed. Tariffs are available online at att.com/servicepublications. If you do not have web access, you may call AT&T for assistance.

"You" means the person subscribing to the Services provided under this Agreement.

2. GUIDEBOOKS AND TARIFFS INCORPORATED BY REFERENCE. In some states, including California and Iowa, certain generally applicable terms and conditions remain in Tariffs and also govern the Services. The Guidebooks and such generally applicable Tariffs are incorporated into this Agreement by reference. In the event of a conflict between an applicable Tariff, the Guidebooks, and this Agreement, the Tariffs control, followed by the Guidebooks, then this Agreement.

3. USE OF SERVICES

You agree not to use the Services for any illegal, unlawful, abusive, or fraudulent purpose. You understand and agree that you are responsible for use of the Services by all persons you authorize to use the Services. You also understand and agree that the Services are to be used for residential household purposes and not for business purposes.

4. CHARGES AND PAYMENT

a. General. You agree to pay all applicable charges for Services purchased or used by you or by anyone you authorize. This includes governmental charges, including taxes, that we are required to bill you ("Mandatory Fees") or are permitted to recover from you ("Discretionary Fees"). Discretionary Fees are designed, in a commercially reasonable manner, to recover local, state and/or federal charges we are required to pay to governmental entities, including, but not limited to, Universal Service Fund charges, some of which can change quarterly or more often. It is presumed that all calls dialed from your home were authorized by you. Any mathematical error made by AT&T or any of our representatives does not constitute an offer and thus may subsequently be corrected by the Company.

You agree to pay no later than the "due by" date specified on your bill. Monthly recurring charges may be billed one month in advance. Usage-based charges may be billed after the charges are incurred. Calls billed on a per-minute basis may be billed by rounding up to the next full minute for any fractional minutes. When a percentage discount is applied, the resulting discount may be rounded down to the nearest cent. Your first bill may include charges for the partial month in which Services began and for the following month. If you pay by phone, a reasonable convenience fee may apply. If your payment is dishonored, we may charge you an insufficient funds or returned check fee. If you do not pay by the due date, we may charge you a collections fee, late payment charge, and/or an interest charge. The amounts of applicable charges and fees are available either in Tariffs; Guidebooks; on your bill; or, in the case of the convenience fee, by phone prior to incurring it. Our acceptance of late or partial payment (even if marked, "PAID IN FULL" or similar words) or late payment charges shall not constitute waiver of any of our rights to collect the full amount due under this Agreement.

b. Credit. Based on your credit worthiness, we may require that you make an advance payment or deposit and/or we may set a credit limit or approved usage threshold on your account at any

time. If you fail to pay for the Services when due, we may apply the deposit, other security, or advance payment to the amount you owe us.

c. Notice of Price and Fee Increases.

We will provide at least thirty (30) days' notice of price increases to all affected customers, by bill insert, as a message printed on your bill, in a separate mailing, or by any other reasonable method permitted by law. For increases in Mandatory and Discretionary Fees, we will provide notice as required by law.

When notice is required, we may, where permitted, provide notice of increases in Discretionary Fees by web posting only. If we provide notice by web posting only, we will advise you of that fact by bill insert, bill message or other reasonable method [other than web posting] at the time you receive this Agreement or within a reasonable period of time thereafter, or prior to the time that we initiate notice by web posting only. We will also send you a reminder, at least once a year, to regularly check our web site for such increases. Where commercially reasonable, we will post notice to the web site thirty (30) days prior to the effective date. Otherwise, we will post notice within a commercially reasonable time after we receive notice from the governmental entity. If you do not have web access, you may call us for such information at the AT&T telephone number shown on your bill for our Services. If you are notified that notice for increases in Discretionary Fees is by web posting only, you agree to check our web site at least once a month if you want to stay current on such increases.

For increases in prices associated with transaction-based calls, including, but not limited to, calls billed to a calling card/credit card and operator-assisted calls, and for increases in prices of international calls not covered by a calling plan and international mobile termination charges, we may provide notice by web posting or in newspapers of general circulation only, where permitted.

Note: See Section 17 for additional or different requirements in your state.

d. Expiration of Promotional Prices. Promotional pricing and terms shall expire in accordance with the terms applicable to each promotion, without further notice to you.

5. SUSPENDING AND CANCELING SERVICES

a. Cancellation of Services by You. You may cancel all or a portion of your Services by calling the applicable AT&T phone number on your bill. The Guidebooks specify conditions applicable to cancellation of Services, including termination fees, if any. If you do not call to cancel, you agree to pay for all Services you order, use, or pay for, and those Services continue to be governed by this Agreement.

b. Discontinuance, Suspension, or Cancellation of Services by AT&T. We reserve the right to discontinue providing Services in all or part of a service area at any time, subject to applicable law and regulation, by providing thirty (30) days' notice to affected customers. If we believe the Services are being used fraudulently, abusively, illegally, or unlawfully, we reserve the right to immediately and without notice suspend, restrict, or cancel them. If you do not pay the undisputed portion of your bill by the required due date, we may suspend, restrict, or cancel the Services with advance notice to you. If you violate any other term or condition of this Agreement, we may suspend, restrict, or cancel the Services if the violation is not remedied within a reasonable period of time after we provide notice to you. If you ask us to reinstate your Services following suspension or cancellation for any of the above reasons, we may require you to pay a deposit or a reconnection fee, or both. We may suspend or terminate any Services affected by a Force Majeure event, without notice to you.

c. Repair of Services. We have the right at any time to suspend or interrupt Services to make



necessary repairs or changes in our facilities. We may refuse to repair Services if we determine that the conditions at your premises are unsafe for us, our agents, and/or our contractors.

Note: See Section 17 for additional or different requirements in your state.

6. INDEMNIFICATION

You agree to indemnify and hold harmless AT&T, our employees, officers, directors, affiliates, subsidiaries, assignees and agents for any claims, demands, actions, causes of action, suits, proceedings, losses, damages, costs and expenses, including reasonable attorney fees, arising from or relating to any use of any Services by you or any person you authorize or permit to use any Services, including but not limited to claims relating to: incorrect, incomplete or misleading information; defamation, libel or slander; invasion of privacy; identity theft; infringement of a copyright, trade name, trademark, service mark, or other intellectual property; any defective product or service sold or otherwise distributed through or in connection with any Services or any injury or damage to person or property caused thereby; or violation of any applicable law or regulation (collectively "losses"), unless such claims are based on or arise from our willful misconduct or gross negligence. This provision will continue to apply after the cancellation or termination of this agreement.

7. DISCLAIMER OF WARRANTIES

AT&T DOES NOT WARRANT THAT ANY SERVICES WILL BE UNINTERRUPTED OR ERROR FREE. ALL SERVICES ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (OTHER THAN THOSE WARRANTIES, IF ANY, THAT ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS AGREEMENT), ALL SUCH WARRANTIES BEING EXPRESSLY DISCLAIMED. AT&T DOES NOT AUTHORIZE ANYONE, INCLUDING BUT NOT LIMITED TO AT&T EMPLOYEES, AGENTS, OR REPRESENTATIVES, TO MAKE A WARRANTY OF ANY KIND ON AT&T'S BEHALF, AND YOU AGREE THAT YOU WILL NOT RELY ON ANY SUCH STATEMENT.

8. LIMITATION OF LIABILITY

a. You acknowledge and understand that--due to the nature of the Services--calls, messages, or service may be lost for many reasons, including but not limited to: dialing errors, power failures (including power failures at your residence), malfunctioning of Services and equipment, electronic interference, and Force Majeure events. Therefore, except as set forth in Subsection 8b below, your monetary remedy for loss or damage caused by the provision, operation, or use of any Services or for the delay, malfunction, or partial or total failure of any Services, including such loss or damage caused by AT&T's negligence, shall not exceed the credit specified in the applicable Tariff or Guidebook, or, if no credits are specified, shall not exceed the amount of the charges paid or owed by you to AT&T for such Services for the period of such delay, malfunction, or failure. You also acknowledge and understand that AT&T is not responsible for any loss or damage caused by the interruption or other absence of commercial power and that it is your responsibility to maintain any desired backup power, including battery backup, at your residence in the event of a power outage.

b. The limitations of liability in Subsection 8a do not apply if it is determined that AT&T's gross negligence or willful misconduct caused you damage. In that event, AT&T will be liable only for the direct damages for which it is found responsible.

c. In no event will AT&T be liable or responsible for indirect, incidental, special, punitive, or consequential damages arising out of, resulting from, or in connection with the provision, operation, or use of the Services, or for the delay, malfunction, or partial or total failure of any Services, including but not limited to loss of revenue, profit or other economic loss; emotional distress; harm to reputation; loss of consortium; and/or pain and suffering, regardless of whether

AT&T knew or should have known of the possibility of such damages and regardless of whether AT&T's negligence caused such damages.

d. The provisions in this Section 8 will survive and continue to apply after this Agreement terminates. As used in this Section 8, AT&T means AT&T, its employees, officers, directors, affiliates, subsidiaries, assignees, agents, and suppliers. The disclaimers and limitations of liability in this Section 8 apply unless prohibited by applicable law.

9. CHANGES TO THIS AGREEMENT

From time to time, we may change this Agreement, including the terms and conditions of the Guidebooks and Tariffs which are part of this Agreement. If any such change results in more restrictive terms or conditions, we will provide you at least thirty (30) days' notice.

10. MISCELLANEOUS

After receipt of any notice required by Sections 4, 9, and/or 17, your purchase or use of Services or your payment for them is your agreement to the changes described therein, as of their effective date. Services are provided subject to billing and technical limitations, and not all Services are available in all areas. This Agreement does not give any third party a remedy, claim, or right of reimbursement. You understand that it may be possible for unauthorized third parties to monitor data traffic. If you desire to secure your transmissions in connection with any Services, you shall procure, at your own cost, encryption software or other transmission protection. You assume full responsibility for the establishment of appropriate security measures to control access to your equipment and information.

11. ASSIGNMENT

Except as otherwise may be provided under any applicable state laws or requirements, we reserve the right to assign or otherwise transfer by merger or operation of law all or part of our rights or duties under this Agreement without notice. You may not assign this Agreement or the Services to which you subscribe without our prior written consent, which will not be unreasonably withheld.

Note: See Section 17 for additional or different requirements in your state.

12. ENTIRE AGREEMENT

This Agreement, which incorporates by reference applicable Guidebooks and Tariffs, sets forth the entire agreement between you and AT&T and, with respect to the Services covered by this Agreement, takes the place of all previous agreements, understandings, statements, proposals, and representations between us, whether written or oral. This Agreement can be amended solely as provided in Section 9.

13. SURVIVABILITY

The terms and conditions contained in this Agreement that by their sense and context are intended to survive the performance hereof by either or both parties shall so survive the completion of performance, cancellation, or termination of this Agreement. Waiver by either party of any default by the other party shall not be deemed a continuing waiver of such default or a waiver of any other default.

14. SEVERABILITY. If any provision, phrase or wording of this Agreement is determined to be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable the remainder of this Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision, phrase or wording and the rights and obligations of the parties to this Agreement shall be construed and enforced accordingly.



15. GOVERNING LAW. This Agreement is governed by the law and regulations of the State where you receive your Service, without regard to its conflict of law principles, except to the extent that such law is preempted by applicable federal law.

16. STATE LAW

You may have certain rights under the laws of the state in which you receive the Services. To the extent that applicable state laws do not permit this Agreement to supersede such rights, those state rights will govern the Services you receive except where such state law is preempted by applicable federal law.

17. ADDITIONAL/DIFFERENT STATE REQUIREMENTS

California Customers:

As required by the California Public Utilities Commission ("CPUC"), AT&T will give notice to affected intrastate service customers at least thirty (30) days prior to any increase in an intrastate rate or charge, more restrictive term or condition, or transfer of ownership or customer base. The notice will be by one or a combination of the following means: bill inserts, notices printed on bills, or separate notices sent by first-class mail (or by e-mail to a customer who consents to receive bills or notices from the carrier by e-mail). If you have a term contract for intrastate services with an early termination fee, in addition to receiving thirty (30) days' notice of any increase in prices or any more restrictive terms or conditions, you will be given an opportunity to opt out of the contract within that thirty (30) days without incurring an early termination fee. For increases in Mandatory and Discretionary Fees, we will provide notice as required by law.

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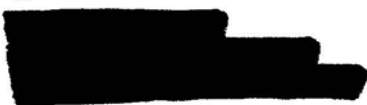


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valuable info for valued customers

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Save time, money and the environment.

Securely pay online at **att.com/pay**.

It's fast, easy and FREE!

Live simpler and greener.

Enroll in AT&T eBill today.

